Arizona @ Your Service

Arizona Department of Real Estate (DRE): Common Licensing System
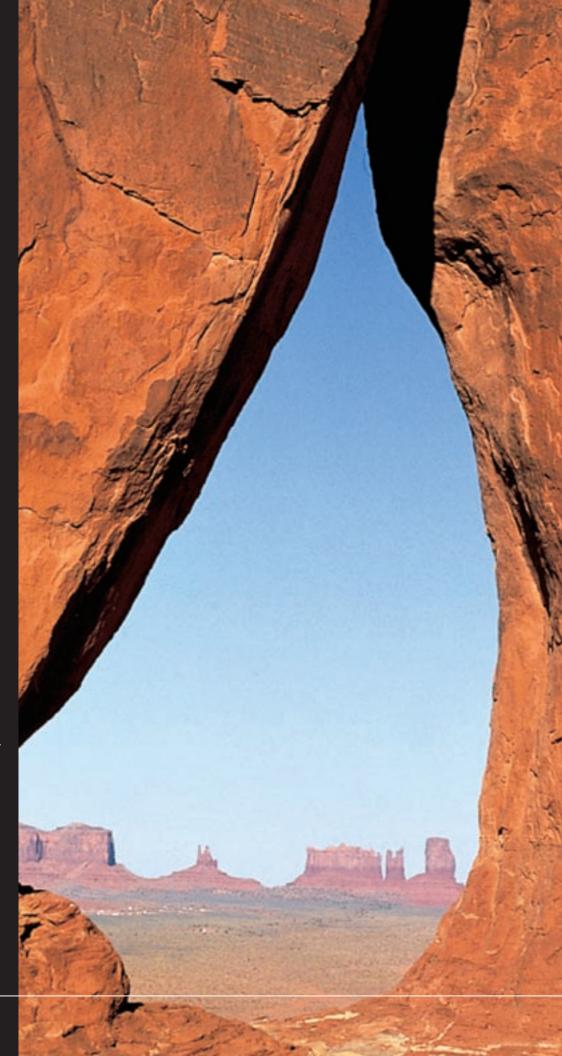
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STATE OF ARIZONA E-GOVERNMENT

www.az.gov

Arizona Department of Real Estate (DRE): Common Licensing System

A cost-saving on-line license renewal solution

A dramatic increase in workload

In recent years, the Arizona Department of Real Estate, which is responsible for licensing and regulation of the state's real-estate profession, has faced dramatically increased numbers of applications, compounded by budget and staff reductions and an increasingly complex application process.

A response for efficient management

To find a solution to this critical situation, DRE turned to the Arizona Portal team. The result of this collaboration is an innovative application that automates the processing of real-estate license renewals by enabling real-estate professionals and agencies to handle the situation on-line.

The results

This sophisticated yet streamlined application enables real-estate professionals and agencies to accomplish the majority of their license requirements on-line without ever leaving their places of work. Licensees can now renew their licenses, make address changes, update educational accomplishments and pay required fees via the internet using a popular credit card. And because licenses are printed by the licensee, DRE not only saves personnel time, it also reduces costs. Time saved enables the agency to provide better service when personal assistance is needed.

Some additional details

In recent years, real-estate license applications have been increasing by more than 20 percent annually. At the same time, the increased complexity of the license application has required 2 to 3 times more handling than previously. These factors, coupled with budget and staff reductions, placed substantial stress on the DRE and its ability to manage its responsibilities and provide quality customer service.

Working together, DRE and the Arizona Portal team, have crafted a solution that handles the complexity with ease and efficiency and has become a model for other agencies in Arizona and, within the profession, in other states. The basis of the solution is Common Licensing System (CLS), which uses leading-edge, highly secure technologies to enable the accomplishment of simple, easy-to-use licensing activities with minimal DRE personnel involvement. As a result, agency time is better spent in providing customer service where it's essential, and real-estate professionals spend less time on regulatory matters and more time working with their clients.

What the Customer Said

"IBM had a much stronger understanding of our specific business issues than I'd expected. We were pleasantly surprised with how well IBM and its team and our team worked together, how well it fit, how well IBM understood our processes and needs and how well they responded to some things that we thought were unusual requests."
Dick Simmonds, Director, Business Services Division and Special Assistant to the Commissioner, DRE

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation Motor Vehicle Division
- Arizona Government Information Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

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